

# Taxation Centres

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## Understanding **INCOME TAX**



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**Ce dépliant est aussi disponible en français.**

Copies of this leaflet are available free of charge from district taxation offices.

The rapidly growing number of Canadian taxpayers in recent years has brought about significant changes in the way Revenue Canada, Taxation handles returns.

Up to 1975, all returns went to the data centre in Ottawa for processing and preparation of initial assessments. They were then sent for filing to the district taxation offices where subsequent reassessments and auditing took place.

## **New set-up**

When the Winnipeg data centre was officially opened in 1976, it signalled the first step in a new concept for the initial assessing of tax returns – the decentralization of the Department's data processing operations.

The reorganization led to the creation of taxation centres for the processing of tax returns. At the same time, certain activities of the district offices were transferred to the taxation centres, and regional offices were created to coordinate district office and taxation centre activities.

The Department now comprises a head office, four regional offices, 30 district offices with four auxiliary offices and seven taxation centres. Their interaction enables the Department to meet its respon-

sibility for assessing and collecting taxes and ensures an effective level of service to all taxpayers across the country.

## How it affects you

Unless you happen to live near a taxation centre, you probably won't notice any difference in your dealings with the tax department. You'll still receive your personalized tax return in the mail or pick up a return at any district taxation office or post office.

Once you've completed your return, you mail it, as you've always done, in the envelope provided. The only change is the address on the envelope, directing your return to the taxation centre serving the area where you live.

## Taxation centre operations

The taxation centres are designed for efficiency, to meet the demand of the Department's increasing workload and to provide for future growth. They carry out high-volume processing tasks and other routine activities that don't require direct contact with taxpayers. Tax accounts and instalment payments are handled by taxation centres, as are taxpayers' written requests for adjustments or information regarding assessments, reassessments or statements of account. Taxpayer files are also stored at the centres.

Written requests for information should be addressed to the appropriate taxation centre, while taxpayers who wish to discuss their return by telephone or in person should go to their district taxation office.

For instance, if you receive an official receipt after you have filed your return, simply write to the taxation centre serving your area, explain the situation and enclose the official receipt. Don't forget to include your name, address, social insurance number and income tax account number.

Your taxation centre will also contact you by letter if the information on your return is incomplete or when some discrepancy is noted during a post-assessing review. You may be asked to provide an information slip or details about a dependant. All letters originating from a taxation centre will clearly indicate the address you should use when sending additional information.

## The role of the district office

Your district office may contact you by telephone after you have received your notice of assessment. Usually this occurs during a post-assessing review, when you may be asked to provide documentation to support claims you have made on your tax return. District offices are also responsible for enforcement-related activities that require telephone or personal contact with taxpayers, such as audits, appeals and some collection actions.

As in the past, the district office is the place to contact when you need tax assistance or answers to your tax questions. Staff at your district office can give you information on completing your tax return or provide pamphlets that explain different tax situations in detail.

If you don't understand your assessment notice or you disagree with the changes made on your return, the district office is still the place to call or visit for an explanation. Even though district offices no longer store tax returns, they have computer terminals that can obtain basic information about a tax return within a few minutes.

When more information is required, however, it may be necessary to obtain your tax file from the relevant taxation centre. Because of the workload, you should expect to wait at least two weeks for your file to be transferred to the district office. Once it arrives, you will be contacted by someone in the district office.

## Where to go for assistance

The following chart shows the areas served by each taxation centre. If you have any questions about your return or tax matters in general, contact your nearest district taxation office.

Region	Taxation Office
Atlantic (Halifax)	St. John's
Quebec (Montréal)	Jonquière
	Shawinigan
Ontario (London)	Ottawa
	Sudbury
Western (Calgary)	Winnipeg
	Surrey, B.C.

ntre	District Office
fld.	St. John's, Nfld. Sydney, N.S. Halifax, N.S. Charlottetown, P.E.I. Saint John, N.B. (sub-office in Bathurst)
	Québec (with sub-offices in Rimouski, Chicoutimi and Trois-Rivières) Sherbrooke Rouyn
Sud	St-Hubert Montréal Laval
	Ottawa Toronto
	Kingston Belleville St. Catharines Hamilton Kitchener London Windsor Sudbury Thunder Bay
Ian.	Winnipeg, Man. Regina, Sask. Saskatoon, Sask. Calgary, Alta. Edmonton, Alta.
	Penticton Vancouver Victoria

# District taxation offices

## NEWFOUNDLAND

01 - 165 Duckworth St.  
St. John's, Nfld.  
A1C 5X6  
Local calls: 772-5050  
Long distance calls:  
1-772-5060

PRINCE EDWARD ISLAND  
02 - 90 Richmond St.  
Charlottetown, P.E.I.  
C1A 8L3  
Local calls: 566-7200  
Long distance calls:  
1-892-4291

NOVA SCOTIA  
03 - 1557 Hollis St.  
Halifax, N.S.  
B3J 2T5  
Local calls: 426-2210  
Long distance calls:  
1-426-3360

04 - 60 Dorchester St.  
Sydney, N.S.  
B1P 6K3  
Local calls: 539-2150  
Long distance calls:  
1-539-5361

NEW BRUNSWICK  
05 - 65 Canterbury St.  
Saint John, N.B.  
E2L 4H9  
Local calls: 648-4600  
Long distance calls:  
1-800-222-9622

786 King Ave  
Bathurst, N.B.  
E2A 1R5  
Local calls only: 548-4407

QUEBEC  
06 - 165 Dorchester St. S.  
Québec, Québec  
G1K 7L3  
Local calls: 694-3180  
Long distance calls:  
- From area code 418, dial  
1-800-463-4421  
- From area code 819, dial  
1-800-463-4413

55 Racine St. E.  
Chicoutimi, Québec  
G7H 1P9  
Local calls only: 545-1912

411 Sirois St.  
Rimouski, Québec  
G5L 8B2  
Local calls only: 722-3111

1055 des Forges Blvd.  
Trois Rivières, Québec  
Local calls only: 373-2723

07 - 50 Couture St.  
Sherbrooke, Québec  
J1H 5L8  
Local calls: 565-4888  
Long distance calls:  
1-800-567-6184

08 - 305 Dorchester Blvd. W  
Montréal, Québec  
H2Z 1A6  
Local calls: 283-5300  
Long distance calls:  
Zenith 0-4000

46 - 3131 St. Martin Blvd. W  
Laval, Québec  
H7T 2A7  
Local calls only: 283-5300

47 - 5245 Cousineau Blvd.  
St. Hubert, Québec  
J3Y 7Z7  
Local calls only: 283-5300

09 - 11 Terminus St. E.  
Rouyn, Québec  
J9X 3B5  
Local calls: 764-5171  
Long distance calls:  
Zenith 0-4000

ONTARIO  
10 - 360 Lisgar St.  
Ottawa, Ont.  
K1A 0L9  
Local calls: 996-8340  
Long distance calls:  
- From area code 613, dial  
1-800-267-8440  
- From area code 819, dial  
1-800-267-4735

11 - 385 Princess St.  
Kingston, Ont.  
K7L 1C1  
Local calls: 542-2831  
Long distance calls:  
1-800-267-0922

12 - 11 Station St.  
Belleville, Ont.  
K8N 2S3  
Local calls: 962-8611  
Long distance calls:  
1-800-267-2130

13 - 36 Adelaide St. E.  
Toronto, Ont.  
M5C 1J7  
Local calls: 869-1500  
Long distance calls:  
- From area code 416, dial  
1-800-387-1700  
- From area codes 519, 705, dial  
1-800-387-1710

14 - 150 Main St. W.  
Hamilton, Ont.  
L8N 3E1  
Local calls: 522-8671  
Long distance calls:  
- From area code 416, dial  
1-800-263-9200  
- From area code 519, dial  
1-800-263-9210

15 - 166 Frederick St.  
Kitchener, Ont.  
N2G 4N1  
Local calls: 579-2230  
Long distance calls:  
1-800-265-2530

16 - 32 Church St.  
St. Catharines, Ont.  
L2R 3B9  
Local calls: 688-4000  
Long distance calls:  
1-800-263-5672

17 - 451 Talbot St.  
London, Ont.  
N6A 5E5  
Local calls: 679-4211  
Long distance calls:  
1-800-265-4900

18 - 185 Ouellette Ave.  
Windsor, Ont.  
N9A 5S8  
Local calls: 258-8302  
Long distance calls:  
1-800-265-4841

19 - 19 Lisgar St. S.  
Sudbury, Ont.  
P3E 3L5  
Local calls: 675-0581  
Long distance calls:  
1-800-461-4060

20 - 201 North May St.  
Thunder Bay, Ont.  
P7C 3P5  
Local calls: 623-2751  
Long distance calls:  
1-800-465-6961

MANITOBA  
21 - 391 York Ave.  
Winnipeg, Man.  
R3C 0P5  
Local calls: 949-6350  
Long distance calls:  
1-800-282-8079

SASKATCHEWAN  
22 - 1955 Smith St.  
Regina, Sask.  
S4P 2N9  
Local calls: 359-6015  
Long distance calls:  
800-552-8031

23 - 201 - 21st St. E.  
Saskatoon, Sask.  
S7K 0A8  
Local calls: 665-4595  
Long distance calls:  
800-772-8737

ALBERTA  
24 - 220 - 4th Ave. S.E.  
Calgary, Alta.  
T2G 0L1  
Local calls: 231-4101  
Long distance calls:  
1-800-332-1410

25 - 9820 - 107th St.  
Edmonton, Alta.  
T5K 1E8  
Local calls: 420-3510  
Long distance calls:  
1-800-232-1966 (Alta.)  
Zenith 0-4000 (Other)

BRITISH COLUMBIA  
26 - 277 Winnipeg St.  
Penticton, B.C.  
V2A 1N6  
Local calls: 493-3616  
Long distance calls:  
112-493-2101

27 - 1166 West Pender St.  
Vancouver, B.C.  
V6H 3H8  
Local calls: 689-5411  
Long distance calls:  
112-800-663-9033  
Yukon Territory and  
North Eastern B.C.  
Zenith 0-4000

28 - 1415 Vancouver St.  
Victoria, B.C.  
V8V 3W4  
Local calls: 388-0121  
Long distance calls:  
112-800-742-6108

If phoning, please have your tax  
records and this guide ready.  
**Long Distance Calls:** No charge  
to caller in Canada.  
- For Zenith numbers, dial "0" and  
ask for Zenith 0-4000  
- For other numbers, dial direct